# Introduction to Crisis Communications for Libraries, Archives, and MuseumsGroup Activities Guide

This guide can be used to facilitate discussion and activities among a group of learners after they have individually completed this self-paced course. It is not necessary to be an expert in the course content to facilitate the following discussions and activities. For a deeper dive into learning group facilitation, refer to [WebJunction’s Learning Group Facilitation Guide](https://www.webjunction.org/news/webjunction/facilitator-guide-general.html).

If possible, check in with your learning group before beginning this course to discuss what the group wants to accomplish, both as individuals and as a group.

## Group discussion questions

* In this course, we learned about the three types of crises: immediate, emerging, and sustained. What are some examples of crises that your organization has experienced? What kinds of crises were they?
* Does your organization have a Crisis Response Plan, Continuity of Operations Plan, or Crisis Communications Plan? If not, what steps can you take to help develop these documents?
* Using this checklist from the course, how would you assess your organization’s resilience? In your opinion, how could your organization’s resilience be improved?
	+ Crisis Response Plan and/or Continuity of Operations Plan in place
	+ Good relationships with internal, external, and funding stakeholder audiences
	+ Positive reputation
	+ Trust in leadership
	+ Regular communication with stakeholders
	+ Consistent brand and key messages
	+ Other…
* What potential barriers could prevent your organization from responding appropriately to a crisis?
* What other areas of interest do you have around this topic? How will you fill the gaps in your learning?

## Suggested group activities

* Find and share a recent example of a crisis involving a library, archive, or museum in the news. What kind of crisis is it (immediate, emerging, sustained, or a mix)? What policies and procedures might be relevant to this example of a crisis?
* If available, share and discuss your organization’s Crisis Response Plan, Continuity of Operations Plan, and/or Crisis Communications Plan. How have these documents been useful to your organization?
* Preview the “Crisis Communication Planning for Libraries, Archives, and Museums” course; if appropriate, plan to complete and discuss this course as well.